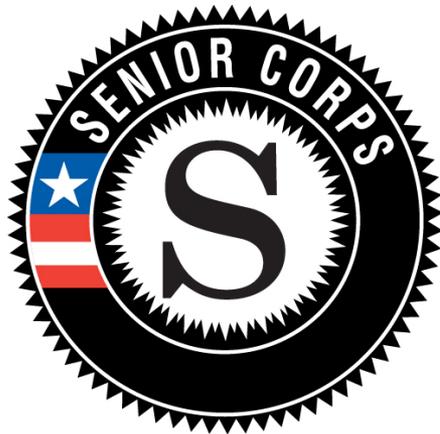


*Providing Independent  
Living Support:  
Paying Attention to Body  
Language*



Trainer: \_\_\_\_\_

Date: \_\_\_\_\_

# LEARNING OBJECTIVES

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*By the end of the session, participants will:*

- *Improve their understanding of nonverbal expressions used in communication.*
- *Increase awareness of the messages we send through our own body language.*
- *Learn how to better read and respond to client's body language.*

# ESSENCE OF COMMUNICATION

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**93% of all communication is nonverbal.**

- Words = 7%
- Tone of Voice = 38%
- Body Language = 55%



Mehrabian, A. (1972) Nonverbal Communication.

# WARM UP: 60-SECOND AUTOBIOGRAPHY

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1. Find a partner (someone you haven't met yet, if possible)
2. One person is the Speaker; the other person is the Listener.
3. Speaker: tell your life story... in 60 seconds.  
Listener: just listen – don't ask questions.
4. After 60 seconds, change roles and do it again.

# NONVERBAL COMMUNICATION

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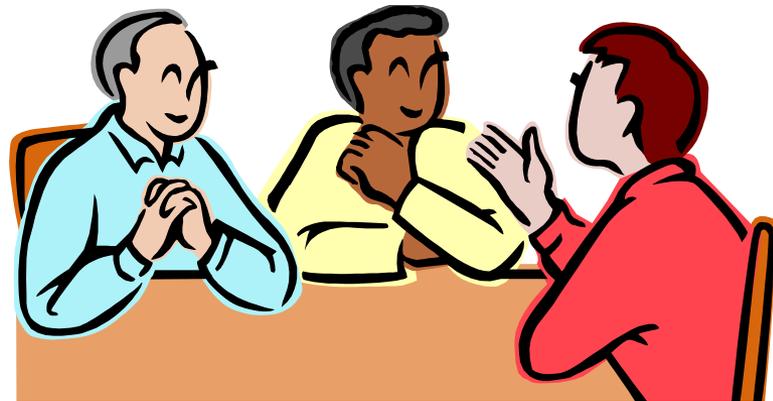
- Eye contact
- Facial expressions
- Gestures
- Posture
- Proximity
- Paralanguage (vocal tone, pitch, rhythm, timbre, loudness, and inflection)



# FUNCTIONS OF NONVERBAL COMMUNICATION

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- Substituting
- Complementing
- Accenting
- Regulating
- Contradicting



# IMPORTANCE OF AWARENESS

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- Become better receivers of client messages.
- Become better senders of messages that reinforce your kind words and attitude.
- Improve the quality of the relationship between you and your client.

## EXERCISE: CRITIQUE

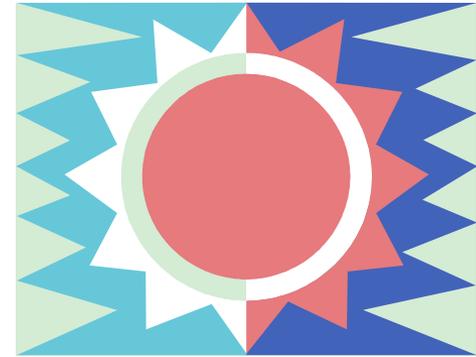
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1. Get into small groups and read the situation assigned to your group.
2. In your group, discuss questions 1 and 2 on the worksheet. Have one person jot down some notes. (You have about 5 minutes.)
3. Think about the extra credit question.
4. Be ready to discuss.

# REFLECTION: USING INCREASED AWARENESS

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- *What are you already doing well?*
- *What would you like to improve?*



## LAST BUT NOT LEAST...

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*“No matter how one can try, one cannot **not** communicate.”*

~Author Unknown

